

POLICY AND PROCEDURE



SoLO
Life
Opportunities

38 Walnut Close,
Chelmsley Wood,
Birmingham,
B37 7PU

Charity No. 1102297
England Company No.
5025939

Incident Reporting

Category: staff and volunteers

Policy Statement

SoLO Life Opportunities is committed to ensure the health and safety of all its members, volunteers and staff. This policy is to ensure that all incidents are handled in an appropriate manner, documented and communicated to those who need to know.

Introduction

An incident is anything that happens within a supervised session of SoLO Life Opportunities, whether it is a club, an individual one to one leisure experience, or other service provided by the organisation, which may have repercussions ~~beyond that session~~.

An incident may take the form of an accident, a deliberate act of assault, physical intervention to ensure safety of service user, volunteer or worker, abuse, unacceptable behaviour, serious concern of neglect or suspicion of abuse either within the club or session setting or outside of the club or session setting.

This does not mean that something happening that may not have repercussions, i.e. someone seeming off colour, may not be reported to parents and carers – that is a separate issue.

It may involve one or more members, volunteers, sessional workers, contracted personnel or SoLO staff.

In the case of an accident, the appropriate report must be completed.

In the event of an incident occurring, once it has been dealt with and the situation has been made safe, the project leader or worker must:

1. ascertain the full facts of the incident

Policy Name: Incident Reporting
Organisation: SoLO Life Opportunities
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2. decide whether this needs to be reported back to parents, either via the communication book or face-to-face
3. decide whether this may have repercussions beyond the project or session (i.e. a third party possibly wishing to discuss the matter further with the Project Manager)
4. if it is decided that the incident may have repercussions (if in doubt, consider that it will):
 - a. an incident report form must be completed and returned within 24 hours, either by post first class to the SoLO CEO at 38 Walnut Close, Chelmsley Wood B37 7PU marked **private and confidential** or delivered in person to the office or e.mailed to the relevant manager.
 - b. details of the incident must be telephoned through to the staff member on call if deemed to be urgent
 - c. the staff member on call must ensure that the Project Manager or CEO is informed of the incident the following day

Once received at the office, a decision will be made to determine whether further action needs to be taken. If so a further action form will be completed, logging all calls made, the dates of those calls and the content of the conversation. Any communication entered into will be kept and a file made up relating to the particular incident.

If it is deemed that press coverage may be attracted through the incident, the management board will be notified and the nominated spokesperson will take any calls.

Once the incident has been resolved, all parties involved will be notified.

Governance

All incident reports will be recorded on a central log and this will be reviewed weekly by the Senior Management Team to monitor trends or issues that need to be addressed. These trends will be reported to the Trustee Board if action is required.

If the incident cannot be resolved easily, trustee management support will be requested.

Linked Policies: Health & Safety

A procedural flow chart follows:

